



# On-Site Business Customer Protocols

WorkSource-Whatcom strives to create a professional atmosphere in which our business and job seeking customers achieve their goals. A few simple guidelines help ensure on-site recruitment activities progress efficiently.

## Name tags on all business persons in the building

Name tags worn by both the business customer as well as internal WorkSource staff members eases identification of each other. A quick staff introduction might also prove helpful on the first day of the on-site event.

## Traffic patterns defined throughout the building

Business customers do a "walk-through" of the affected areas of the building and room layout prior to the recruitment.

A description of what will happen, with process flow charts, whenever possible, are distributed to WorkSource staff and the business customer prior to the recruitment.

Locate the check-in area away from the main reception area to alleviate problems with traffic flow congestion. Using alternate external doors, when possible, helps to alleviate traffic congestion in the lobby and resource area.

Appropriate signage placed on all rooms in use for the recruitment.

Monitor customer flow over the course of the recruitment and make changes as needed to help eliminate "bottlenecks" should they start to occur.

## Building access limitations (door codes, employee lounge access, etc)

If the business activity is taking place over the course of a full day or week, the business customer should be provided shared use of the employee lounge. The lounge is accessed by the business customer via the resource lobby stairway.

Communicate to internal staff members that our business customer will be using the employee lounge during specified on-site time period.

Use of the facility after normal hours of operation is arranged through the Center Manager. An agreement is signed and a key is provided if needed. After hours use areas include Training Rooms 2, 3 & 4.

## Parking limitations communicated

Communicate parking limitations to job seekers prior to their initial WorkSource visit. This can be done in newspaper and go2worksource.com advertising or when appointments are scheduled.

It's appropriate to give the business customer a parking place in front. We might consider having the business customer use the Parking Arcade (vouchers provided) if they have more than one vehicle. People and/or supplies can be unloaded in front of the Center, then additional cars move to the parking arcade.

## Fees collected for expenses (chair rentals, cleaning, etc)

Identify which costs will be provided at no cost and those that will have a cost associated to them. Communicate this to the business customer in advance of recruitment activity.

Get an estimate from the business customer on the specific equipment needs and estimated usage they request. Rental of an additional copy machine may be necessary.

## Key business liaisons for business customer

WorkSource staff member(s) are designated to assist with all details of the recruitment from planning to completion. The liaison will secure a written testimonial from the business customer at the conclusion of the on-site event to be used in future marketing materials.

## Message phone number

A message telephone number works well for large employer recruitments. It can provide a simple communication vehicle for job seeker customers and the business customer, without placing WorkSource staff in the middle unnecessarily. Communicate the message telephone number in print materials provided the job seekers (applications, confirmations, appointment cards, etc).

## Other

Clarify with the business customer how to handle/refer job seekers questions following the on-site activity.

Provide an evaluation form to each business staff person participating in the on-site activity.